

# Quarterly Service Performance Review

## Fourth Quarter, FY 2012

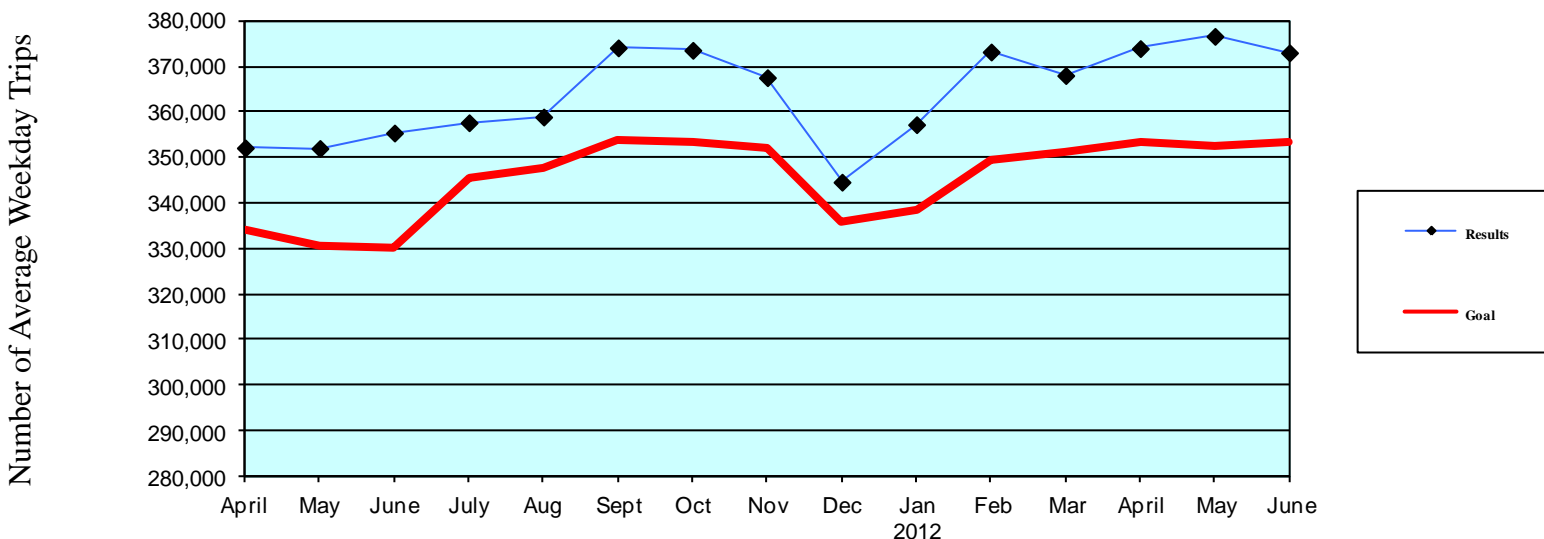
### April - June, 2012

Engineering & Operations Committee  
August 9, 2012

## FY12 Fourth Quarter Overview...

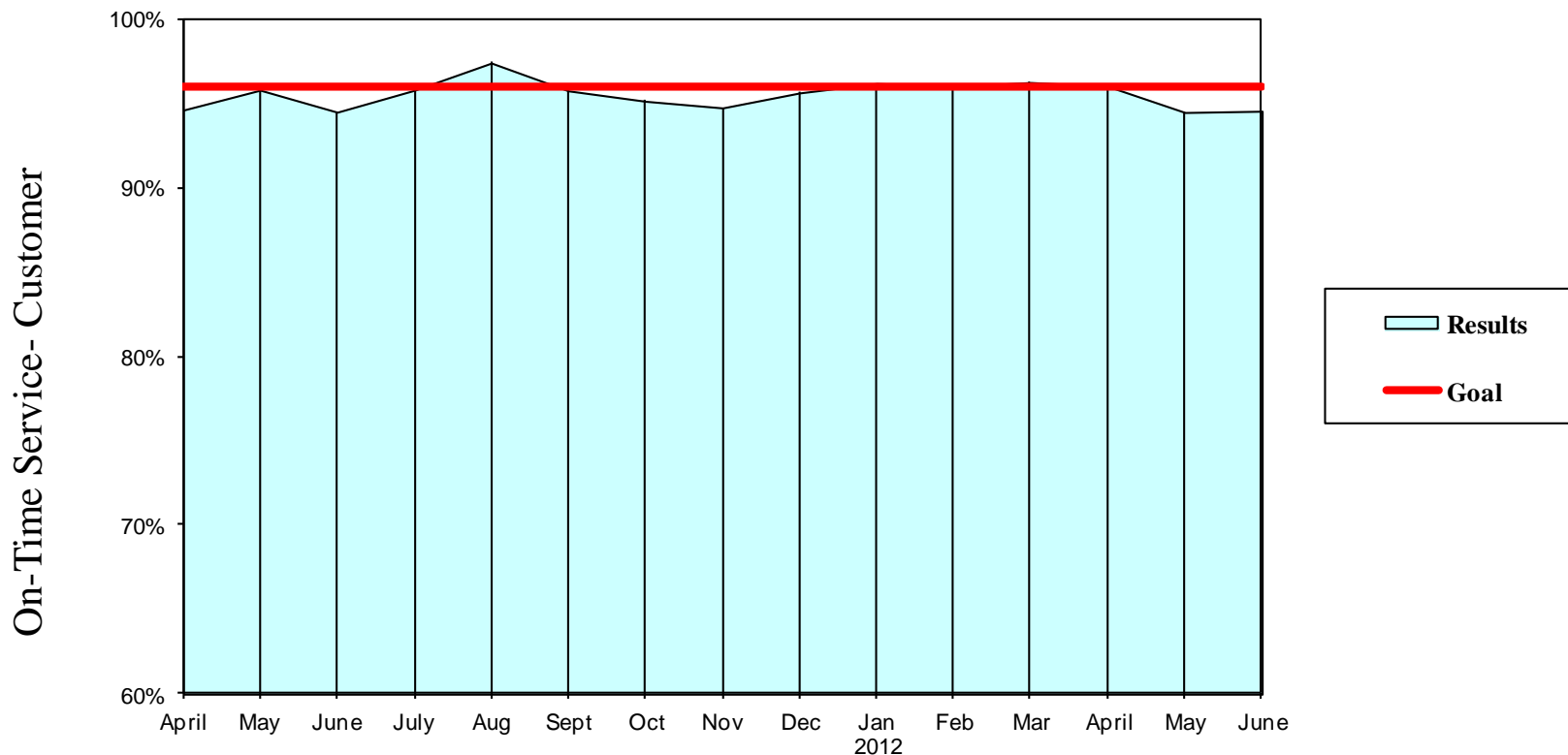
- ✓ Continued strong ridership growth, weekday up 6.0%
- ✓ Train service reliability down due primarily to train control problems on SFO Extension in May and June
- ✓ Customer rated attributes steady or slight slippage, improved rating for “Car Interior Cleanliness”
- ✓ Availability indicators steady except for decline in Escalator Availability, improvement in June and July
- ✓ Customer complaints up but goal met

# Customer Ridership



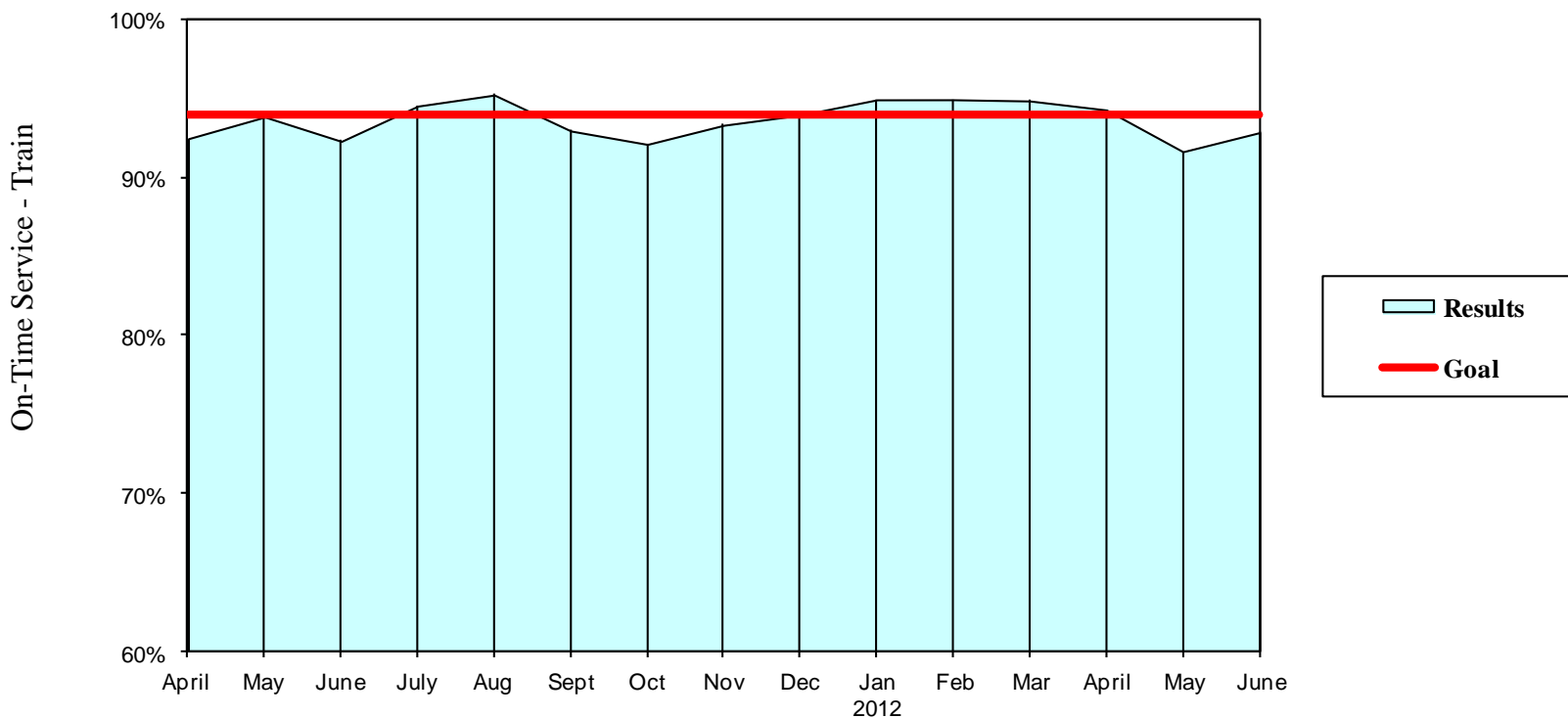
- ✓ Total ridership increased by 6.7% compared to same quarter last year
- ✓ Average weekday ridership (374,591) up 6.0% over same quarter last year; core weekday ridership up by 5.3% and SFO Extension weekday ridership up by 12.1%
- ✓ Saturday and Sunday up by 11.2% and 9.6%, respectively

## On-Time Service - Customer



- ✓ April goal met, quarter 95.07%
- ✓ May/June performance significantly impacted by SFO Extension train control problems.

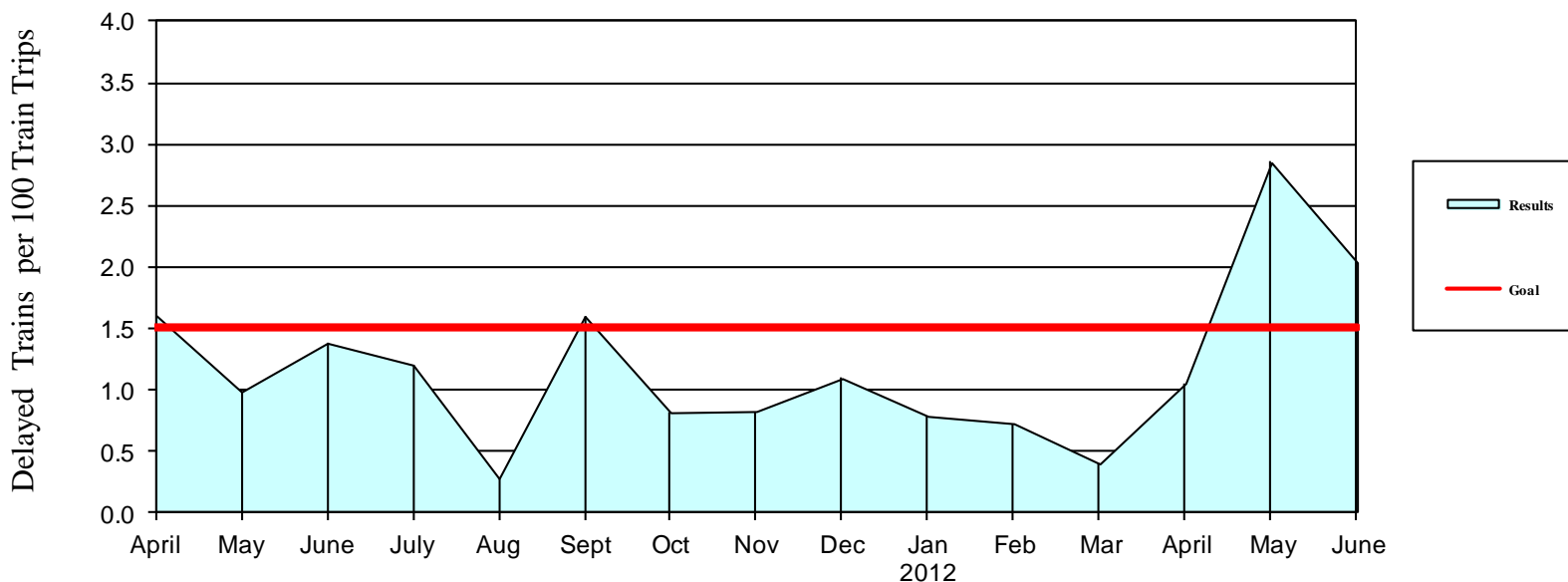
# On-Time Service - Train



- ✓ 92.97%, goal only met in April
- ✓ Three biggest delays of the quarter related to SFOX train control

# Wayside Train Control System

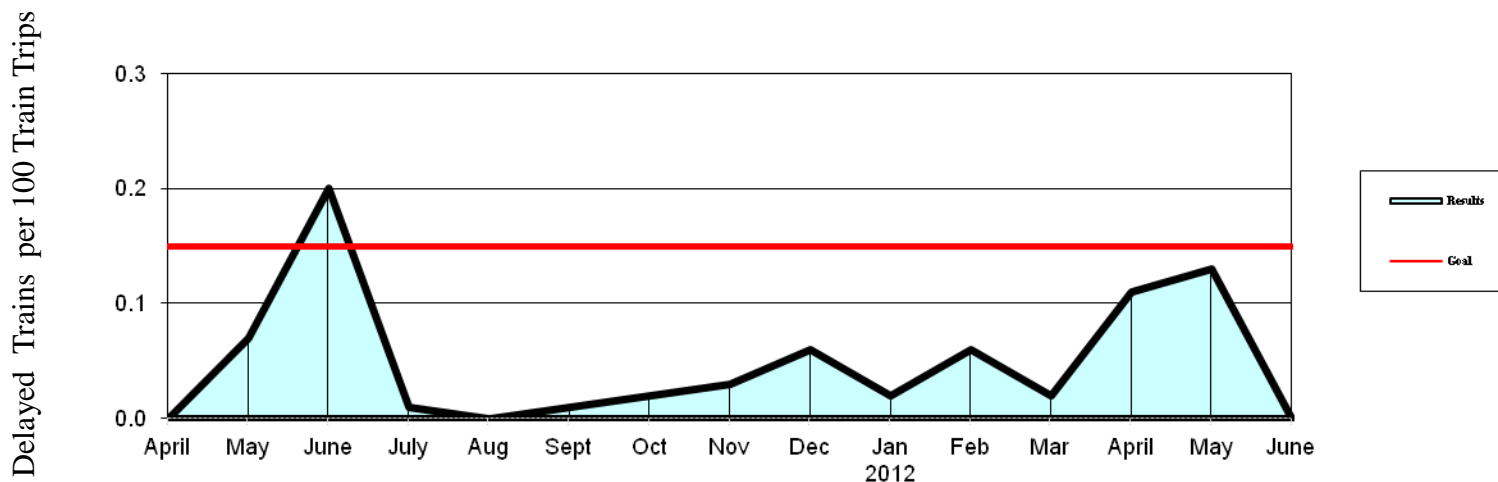
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ Goal not met for the quarter
- ✓ Wayside card pack completed on the R and C Lines
- ✓ May and June SFOX train control problems reflected here, illustrates impact of Train Control on On-Time Performance.

# Computer Control System

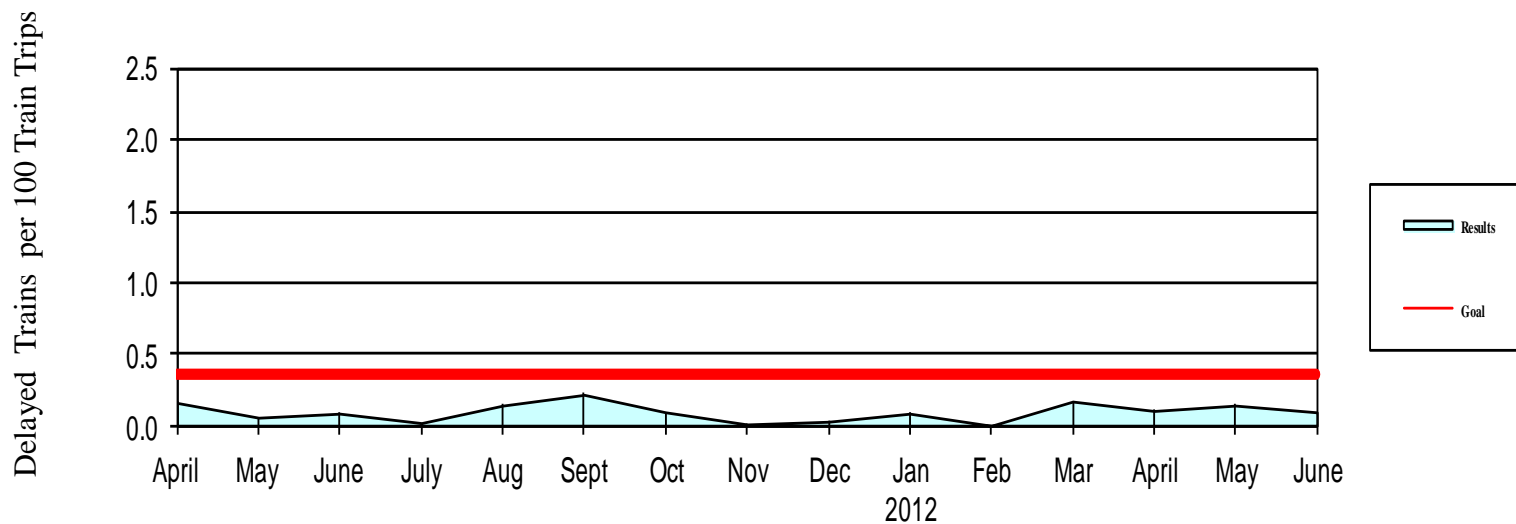
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ Goal met:
- ✓ ICS being continuously modified. Recent upgrades include:
  - Worker Safety – “Simple Approval” Text to Speech conversion for train radio message broadcast
  - Routing improvements for Hayward and Richmond yard control
  - Transbay Tube vertical profile displayed on controller workstations
  - Improved Car Wash tracking and notification
- ✓ Funding identified for needed ICS hardware change-outs

# Traction Power

**Includes Coverboards, Insulators,  
Third Rail Trips, Substations,  
Delays Per 100 Train Runs**



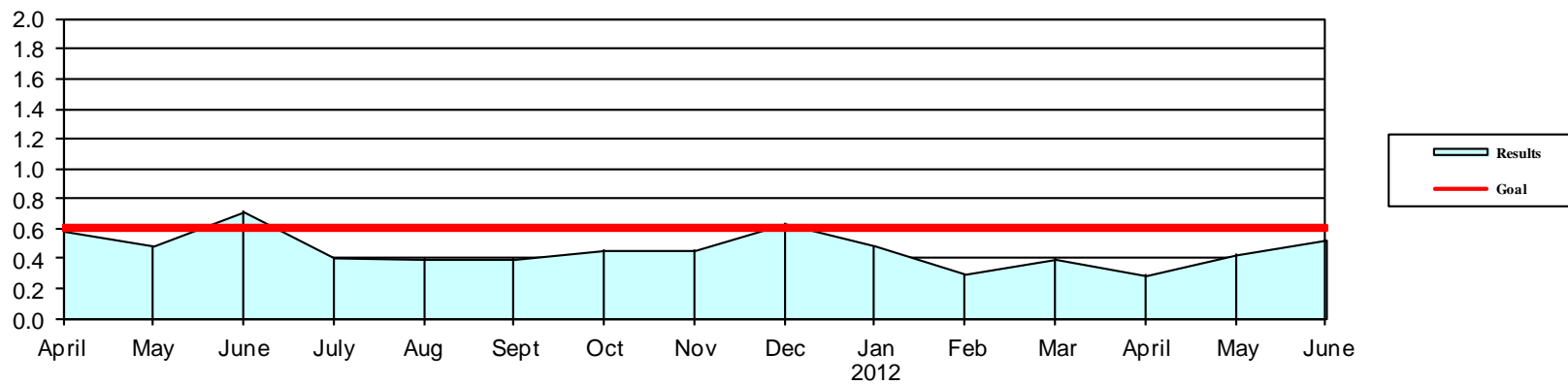
✓ Goal met



# Transportation

**Includes Late Dispatches, Controller-Train  
Operator-Tower Procedures and Other  
Operational Delays Per 100 Train Runs**

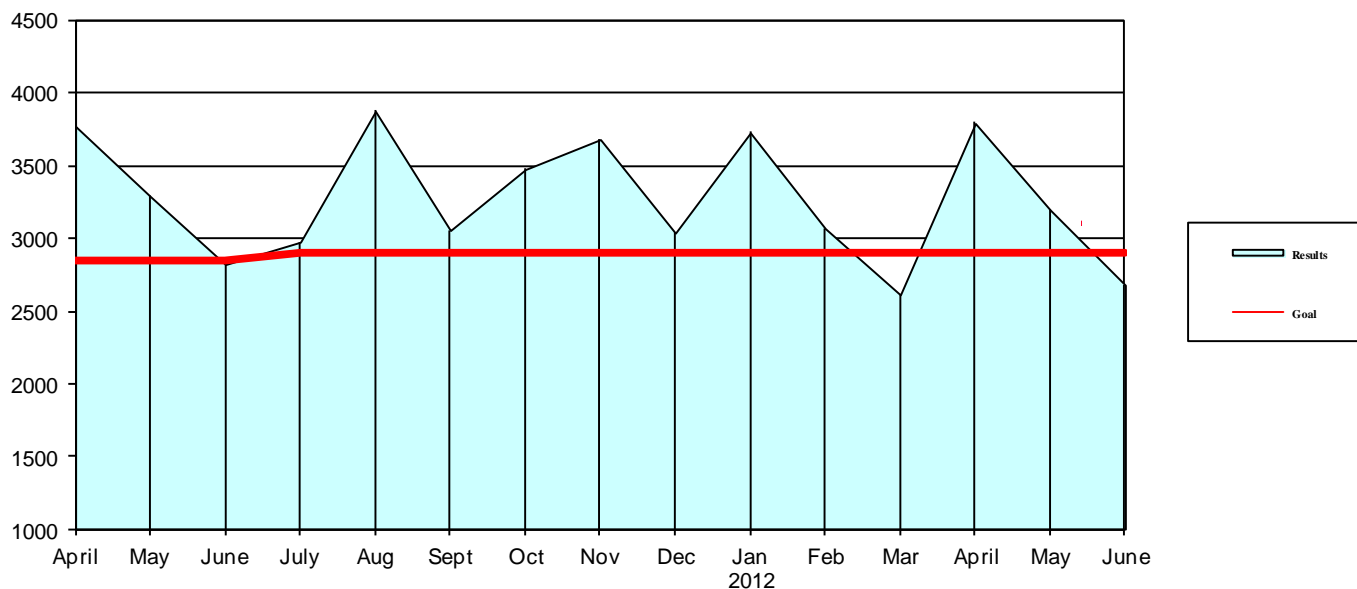
Delayed Trains per 100 Train Trips



- ✓ Goal met
- ✓ Many new T/O's and F/W's will present a challenge in the coming months.

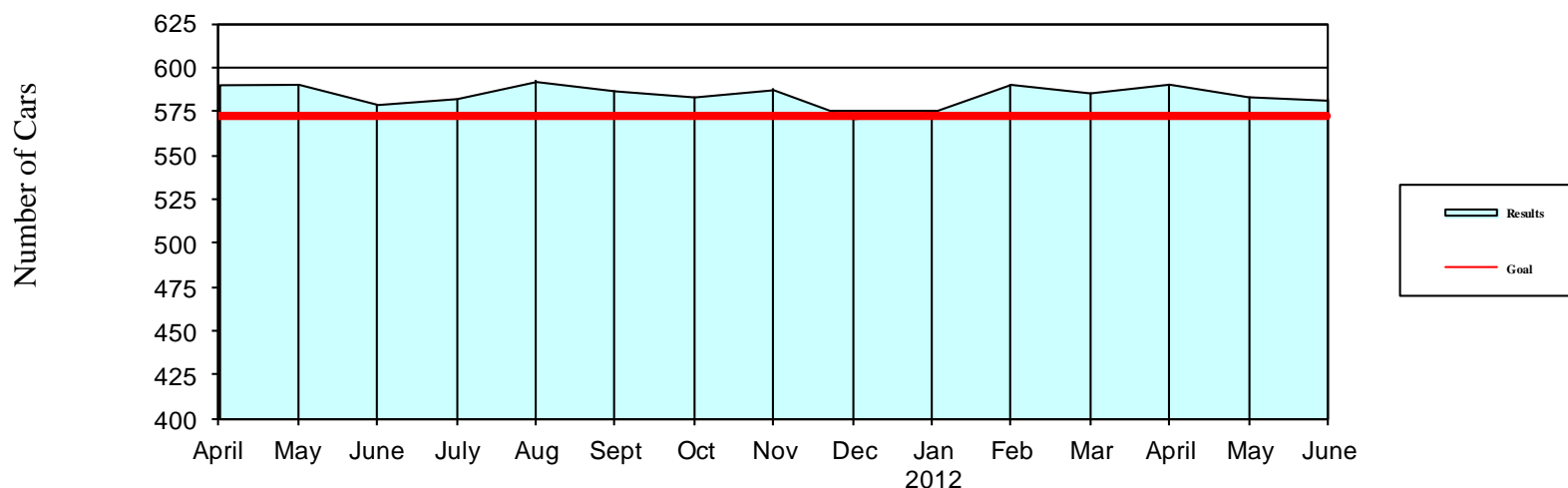
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



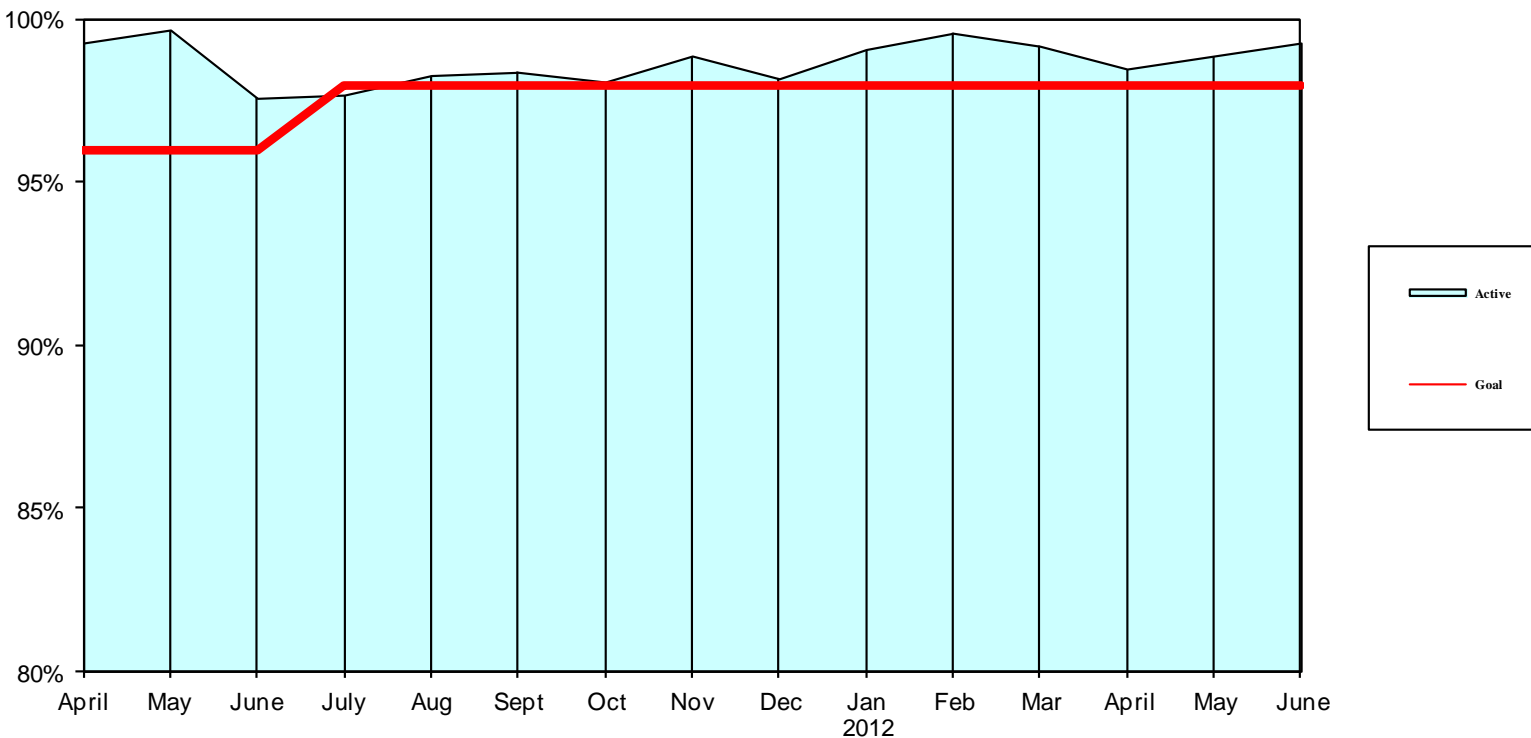
- ✓ Goal met
- ✓ FY 12 record year for MTBSD – 3,216 hours

# Car Equipment - Availability @ 0400 hours



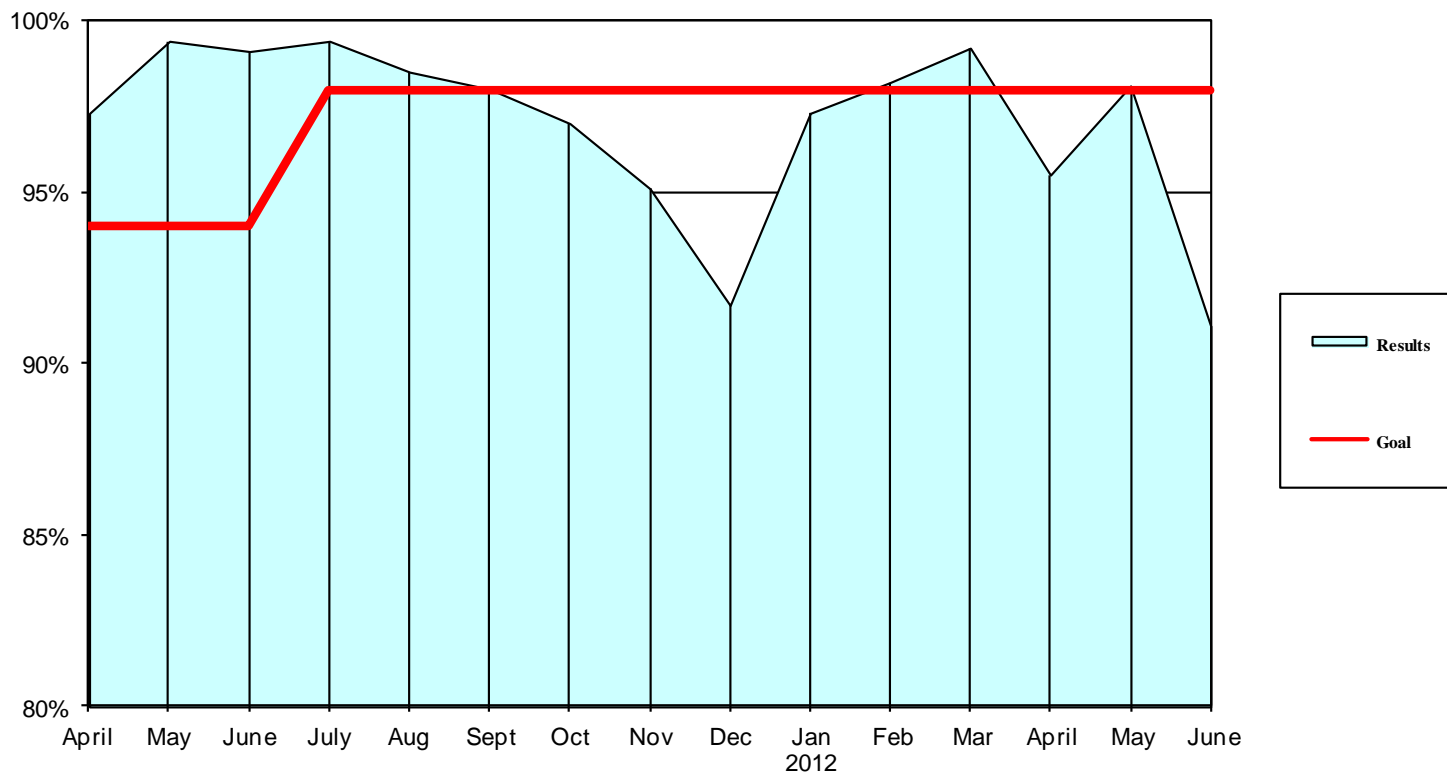
- ✓ Goal met
- ✓ Next quarter will include count @ 1400 hours, more challenging

# Elevator Availability - Stations



- ✓ Goal exceeded
- ✓ Good, steady performance

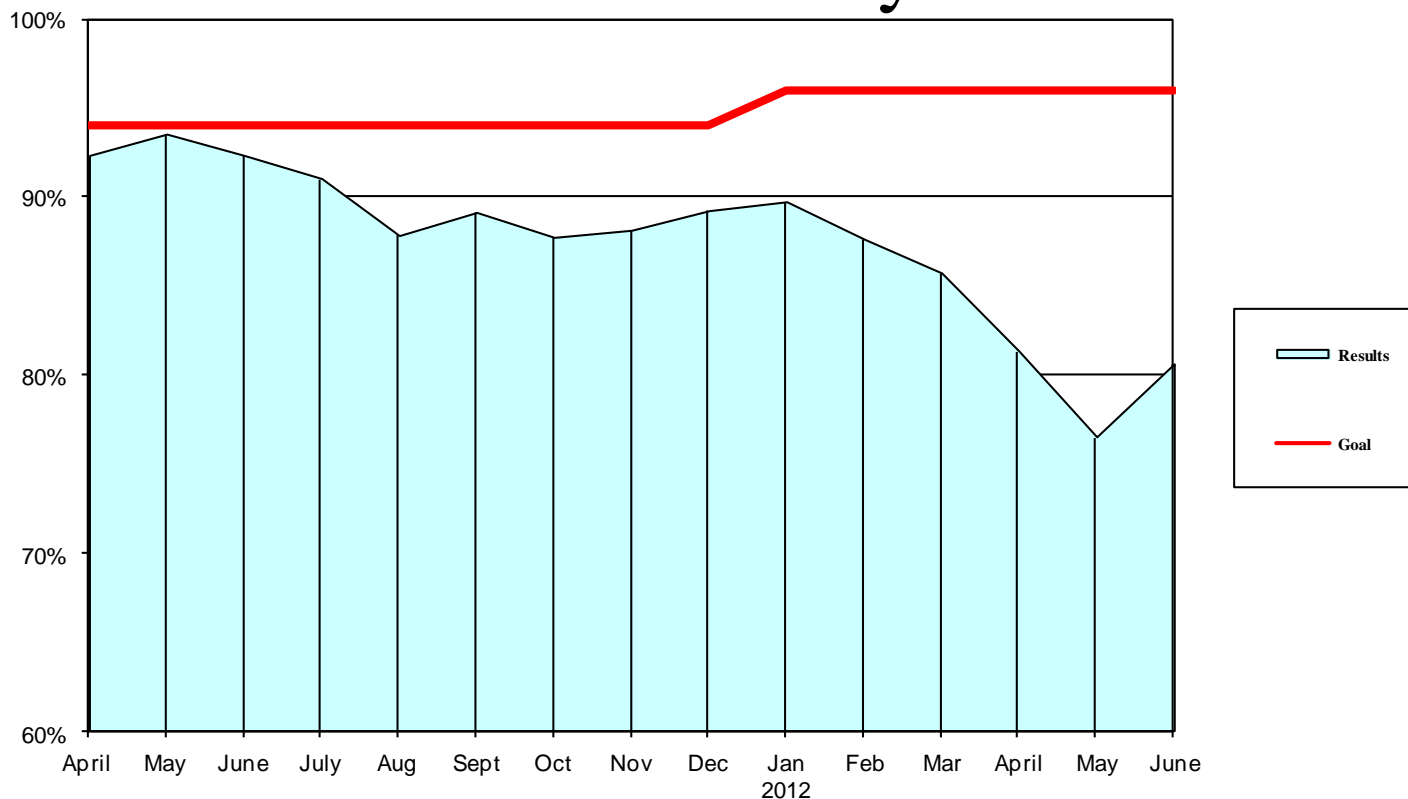
# Elevator Availability - Garage



- ✓ Goal not met
- ✓ Unlike stations, garages have multiple elevators.

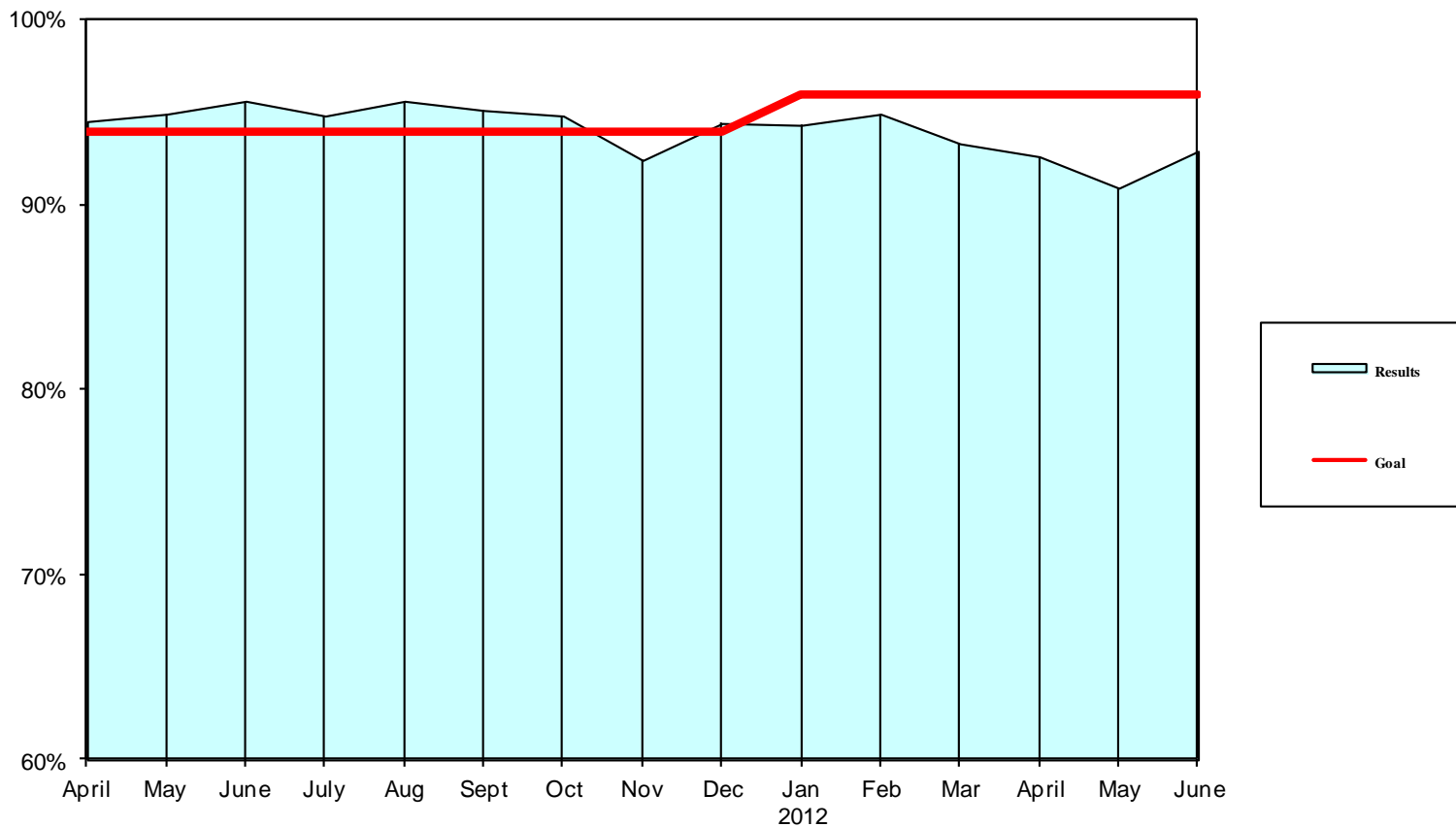


# Escalator Availability - Street



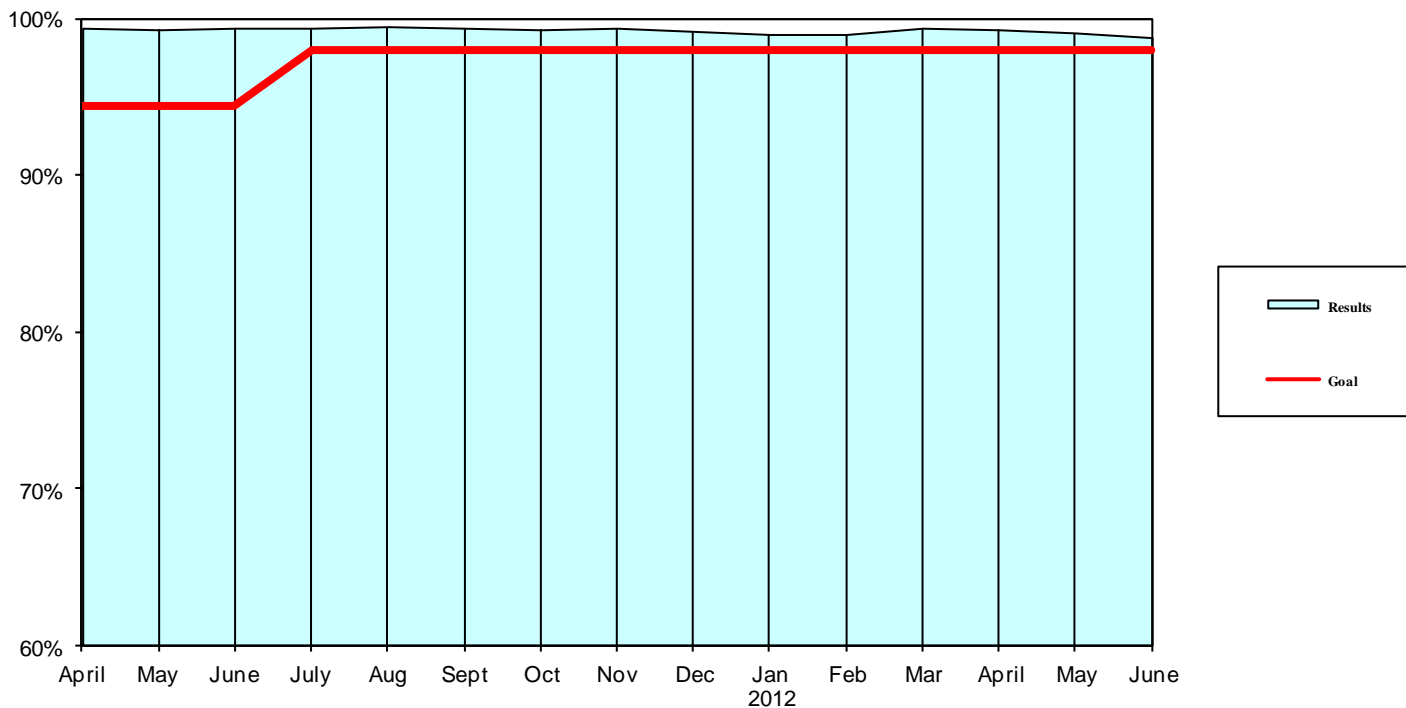
- ✓ Goal not met
- ✓ Improvement efforts continue, July 84.0%

# Escalator Availability - Platform



- ✓ Goal not met
- ✓ Improvement efforts continue, July 94.4%

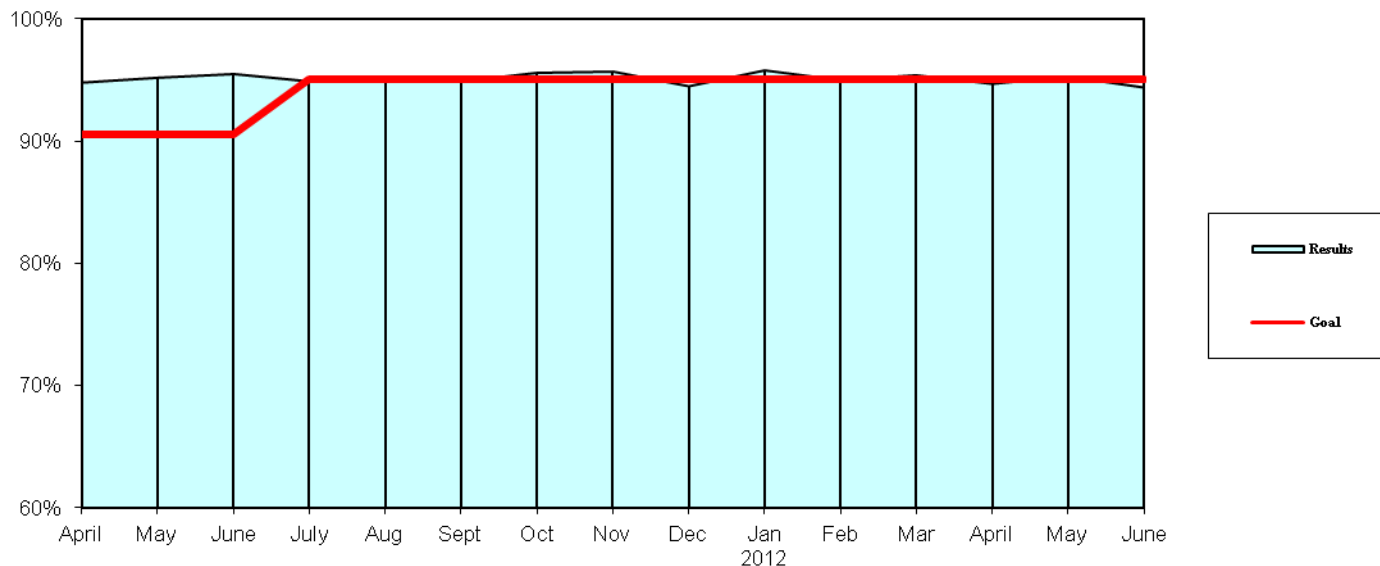
# AFC Gate Availability



✓ Goal exceeded



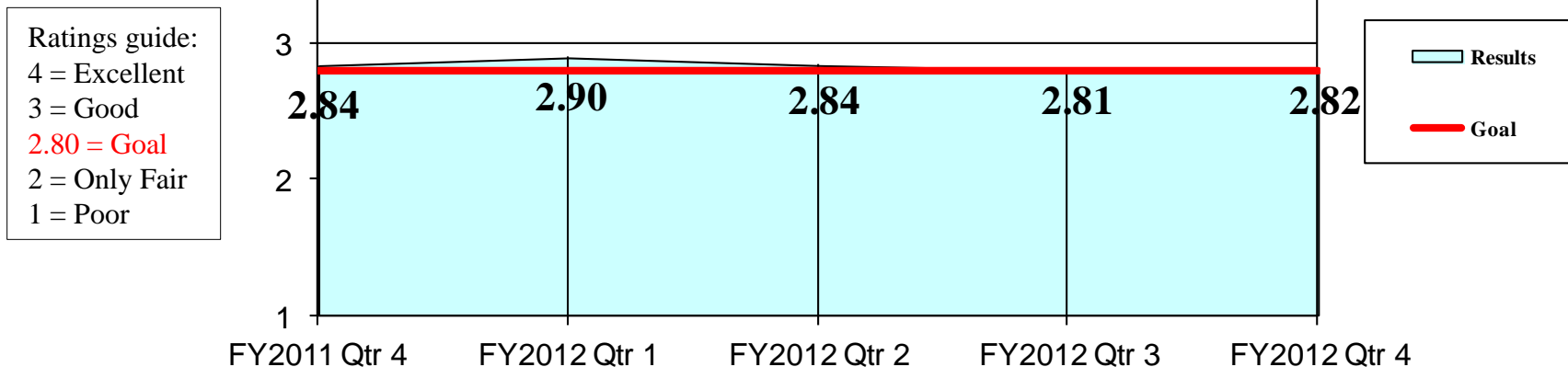
# AFC Vendor Availability



- ✓ 94.8% vendor availability, goal 95%
- ✓ Availability of Add Fare 97.8%
- ✓ Availability of Add Fare Parking 97.8%



## Environment - Outside Stations



### Composite rating of:

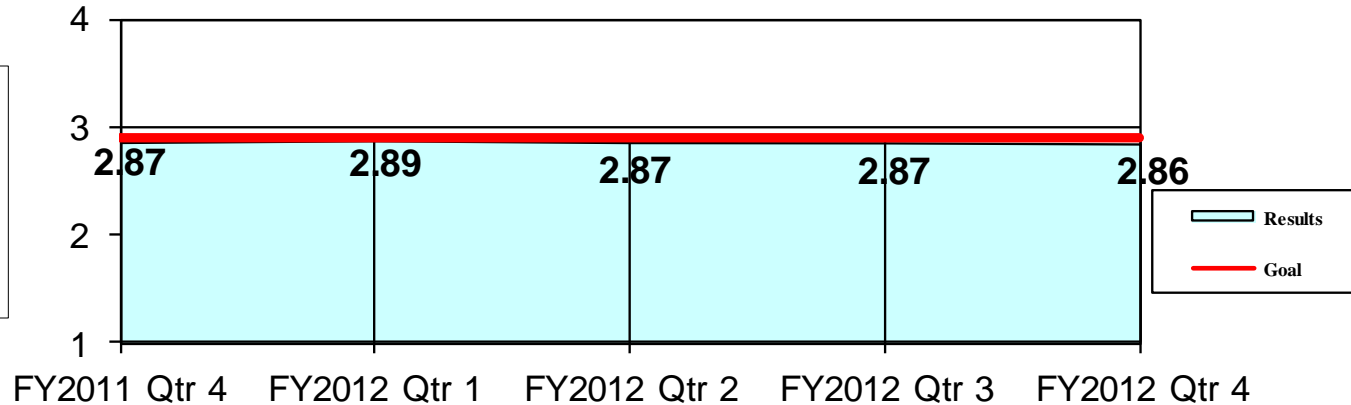
Walkways & Entry Plaza Cleanliness (50%)	2.74
BART Parking Lot Cleanliness (25%)	3.05
Appearance of BART Landscaping (25%)	2.74

- ✓ Goal met for both quarter and year
- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 68.3%
  - Parking Lots: 82.9%
  - Landscaping Appearance: 67.8%



# Environment - Inside Stations

Ratings guide:  
 4 = Excellent  
 3 = Good  
 2.90 = Goal  
 2 = Only Fair  
 1 = Poor



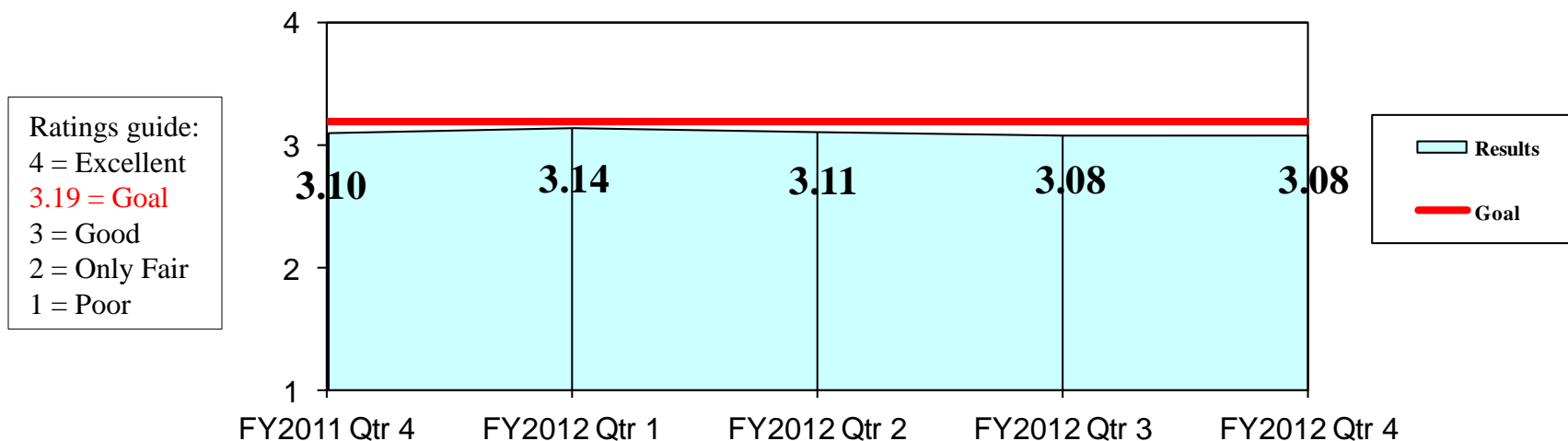
## Composite rating for Cleanliness of:

Station Platform (60%)	3.03
Other Station Areas (20%)	2.84
Restrooms (10%)	2.18
Elevator Cleanliness (10%)	2.56

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
 

Station Platform: 80.8%	Other Station Areas: 71.8%
Restrooms: 40.9%	Elevators: 58.9%
- ✓ Filling several System Service vacancies in coming weeks should help offset impact of increased ridership.

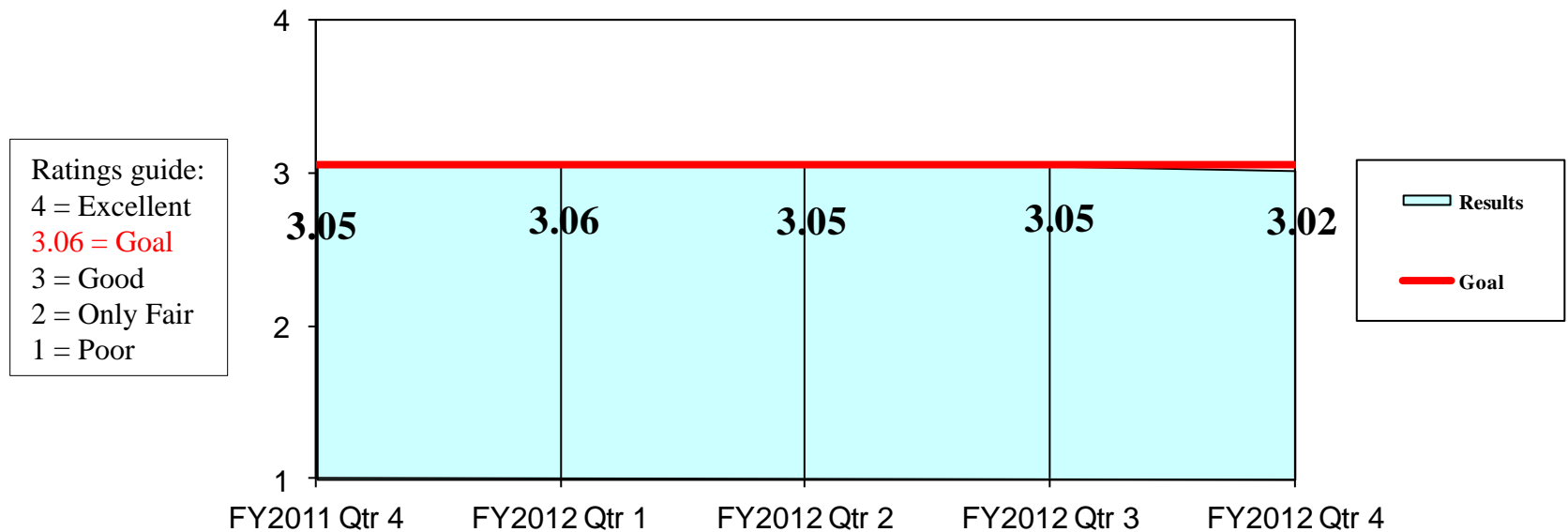
# Station Vandalism



Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 83.3% of those surveyed ranked this category as either Excellent or Good

# Station Services



## Composite rating of:

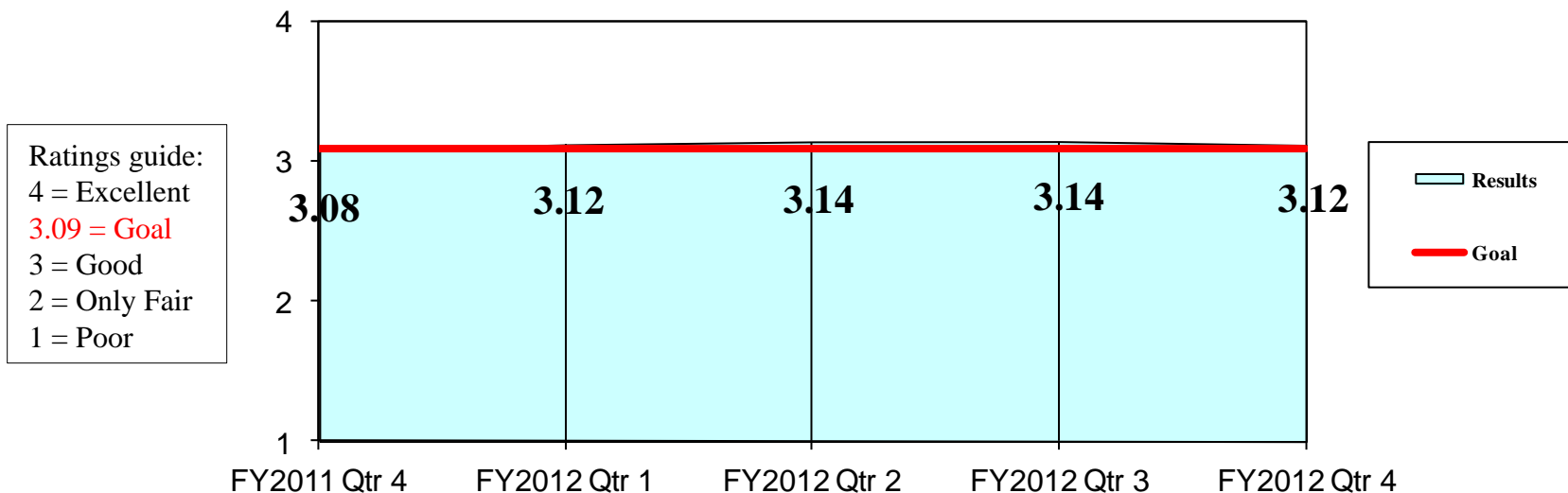
Station Agent Availability (65%)	2.99
Brochures Availability (35%)	3.08

- ✓ Goal not met, both components dropped by 0.03 from last quarter
- ✓ Availability ratings of either Excellent or Good:
 

Station Agents: 80.0%	Brochures: 82.8%
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# Train P.A. Announcements

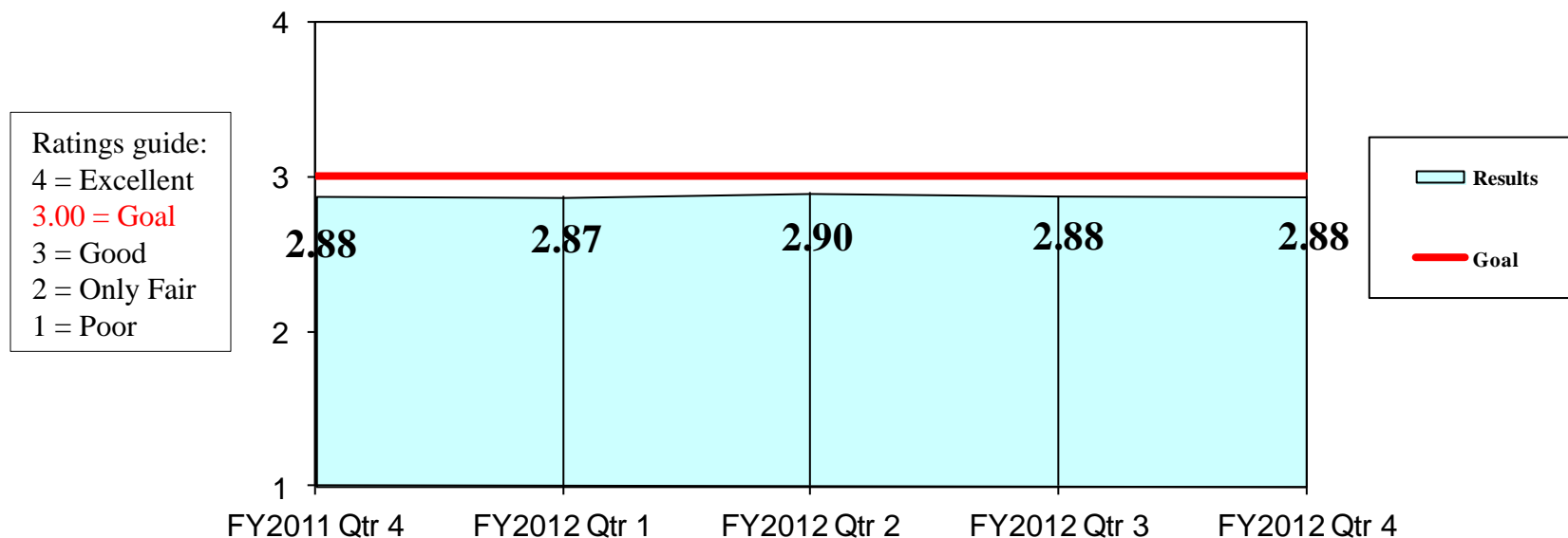


## Composite rating of:

P.A. Arrival Announcements (33%)	3.09
P.A. Transfer Announcements (33%)	3.05
P.A. Destination Announcements (33%)	3.21

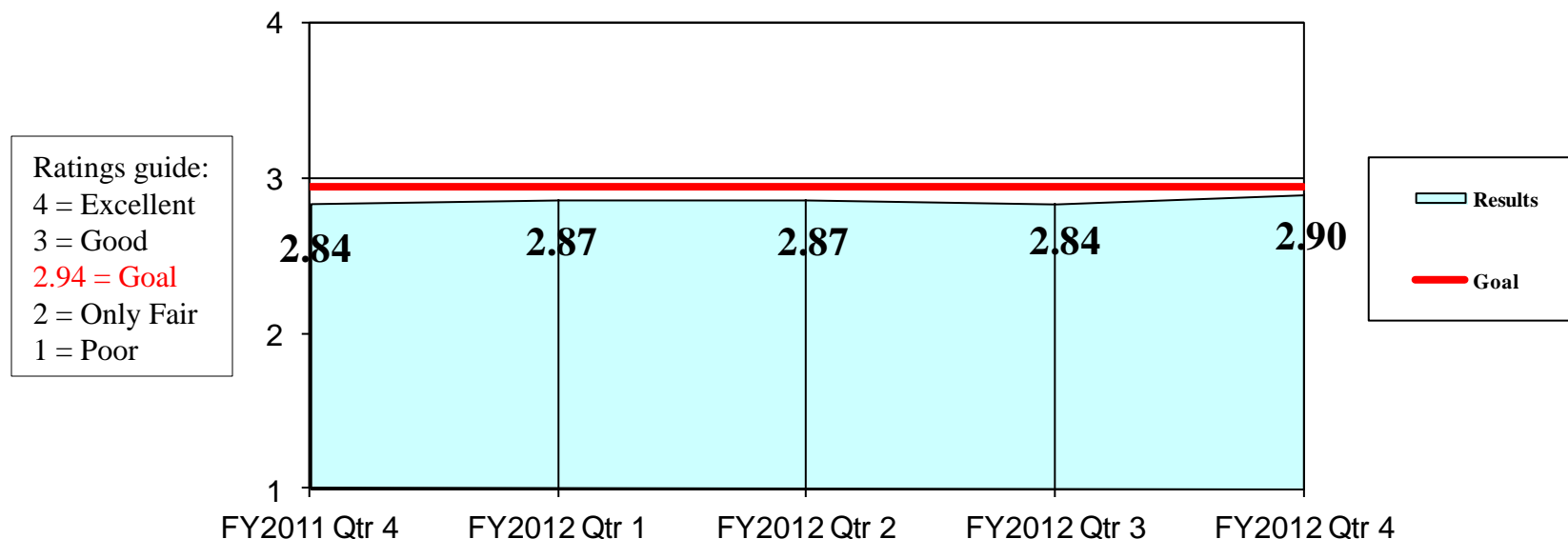
- ✓ Goal met for both quarter and year
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 80.4%
  - Transfers: 79.1%
  - Destinations: 85.3%

# Train Exterior Appearance



- ✓ Goal not met
- ✓ 76.8% of those surveyed ranked this category as either Excellent or Good
- ✓ New computerized information system assists Tower personnel on car wash decision-making.

# Train Interior Cleanliness



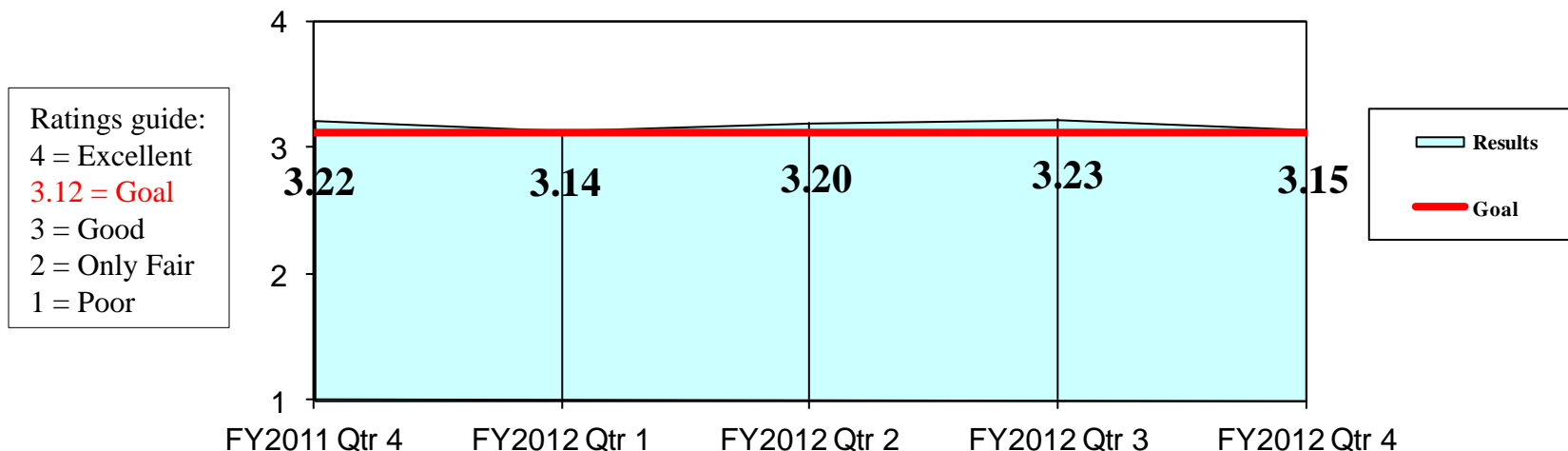
## Composite rating of:

Train interior cleanliness (60%)	2.61
Train interior kept free of graffiti (40%)	3.33

- ✓ Overall goal not met, “Interior Free of Graffiti” component met
- ✓ Train Interior ratings of either Excellent or Good:  
 Cleanliness: 61.0%      Graffiti-free: 92.0%
- ✓ Improvement initiatives (floors, vinyl seat covers) finally seem to be reflected in customer ratings



# Train Temperature

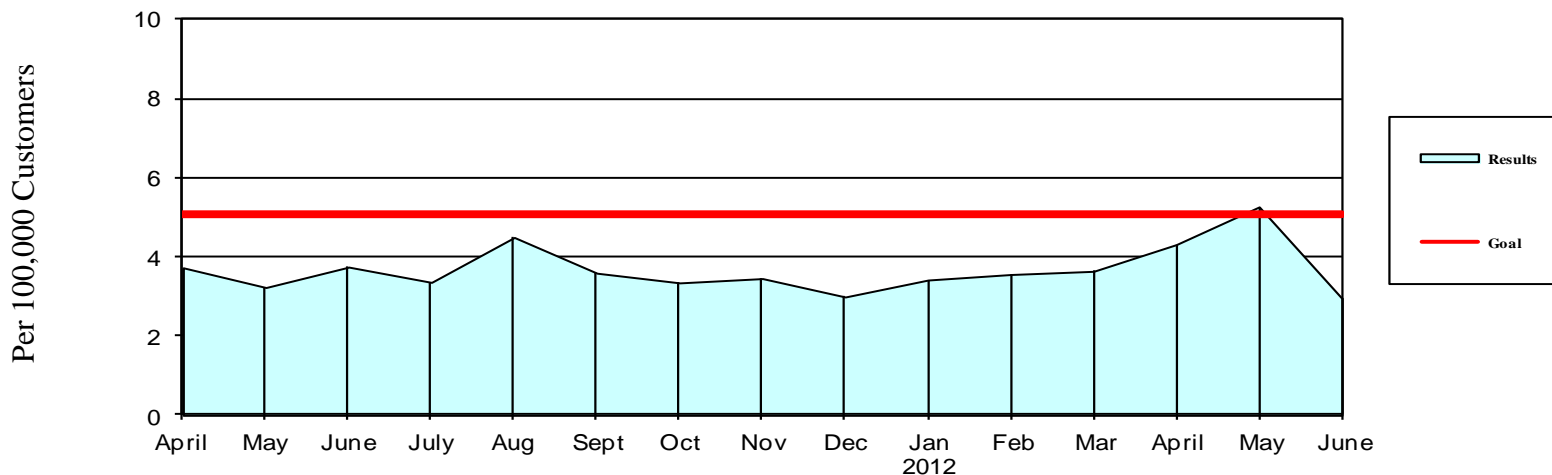


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 86.3% of those surveyed ranked this category as either Excellent or Good

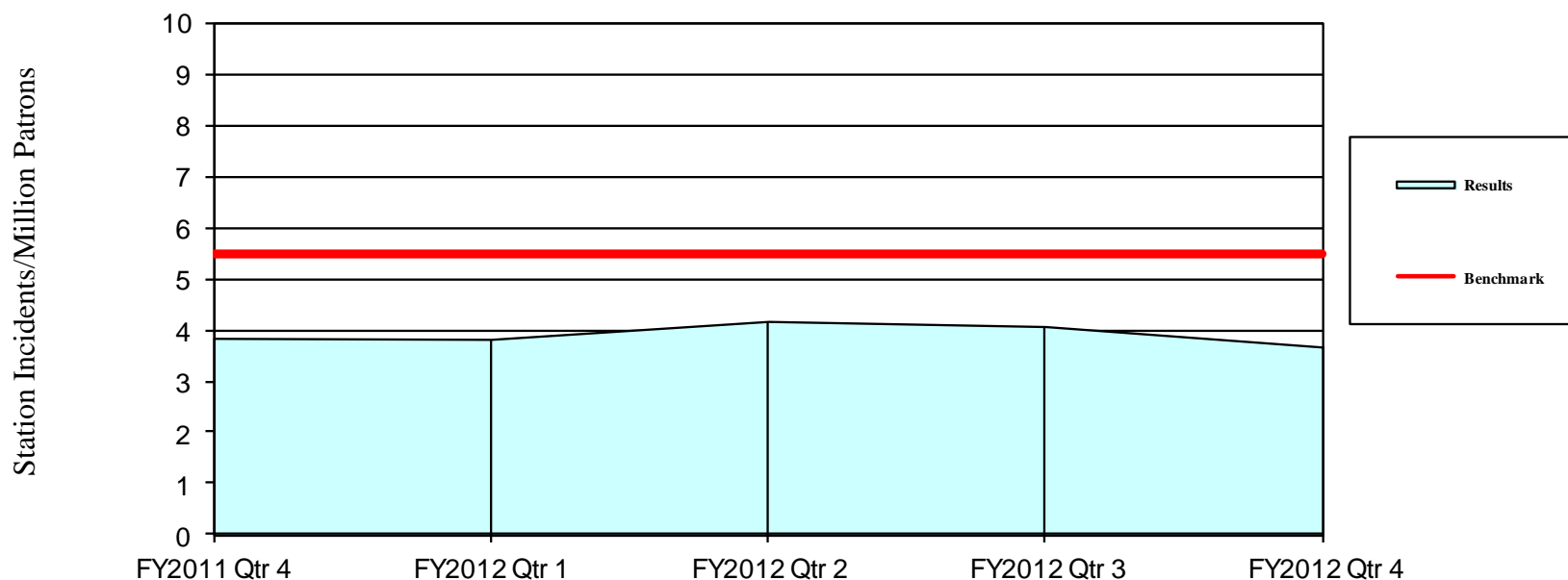
# Customer Complaints

## Complaints Per 100,000 Customers



- ✓ Goal met
- ✓ Total complaints rose 24.3% from last quarter and 25.5% when compared with the fourth quarter of last year.
- ✓ Complaint count is up in all categories except Train Cleanliness, Trains and AFC.

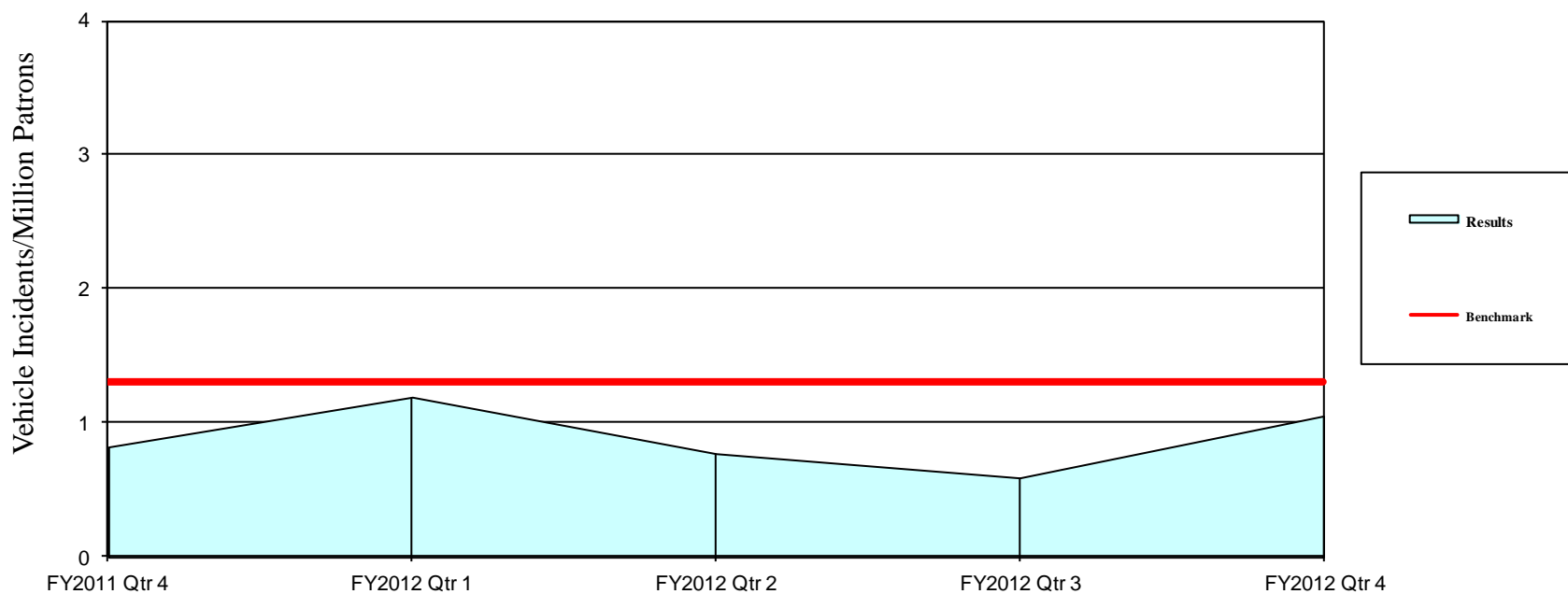
# Patron Safety: Station Incidents per Million Patrons



✓ Down

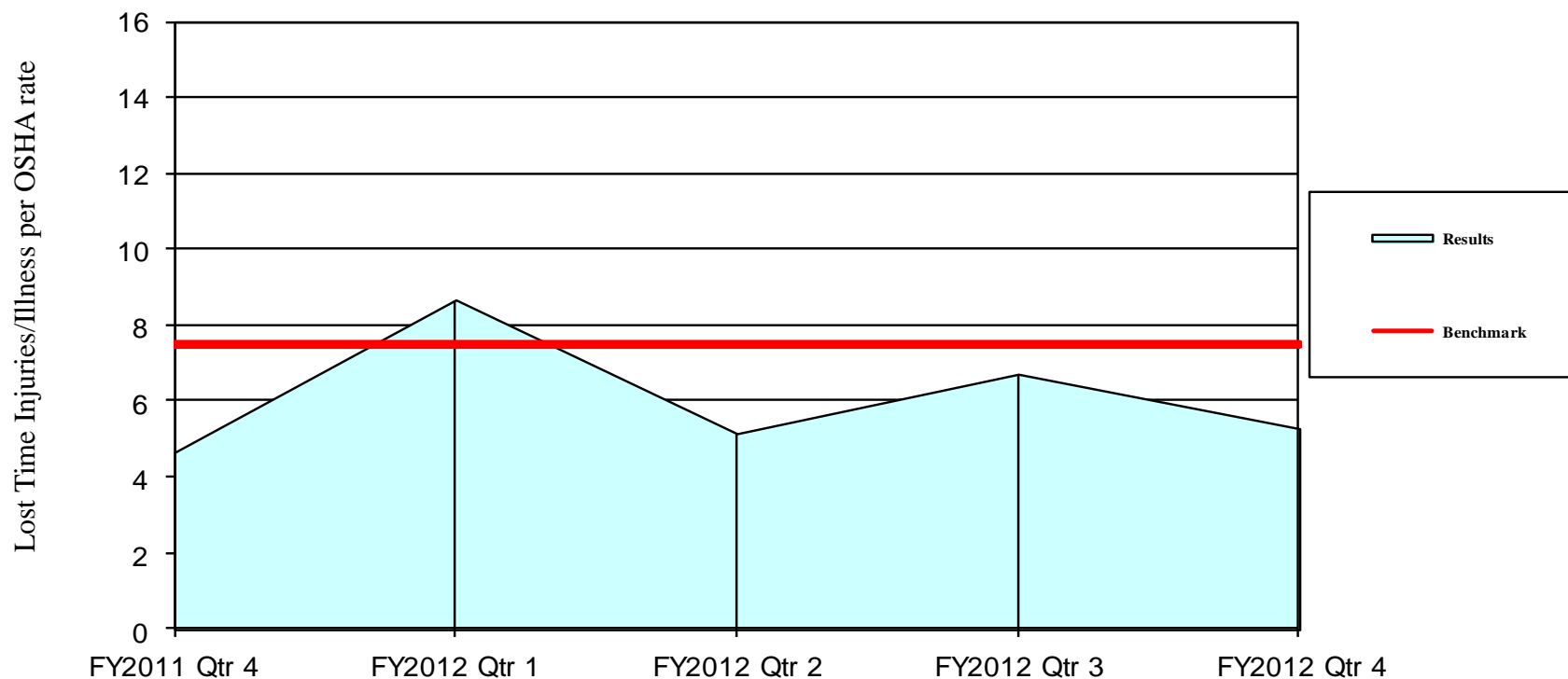
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Up

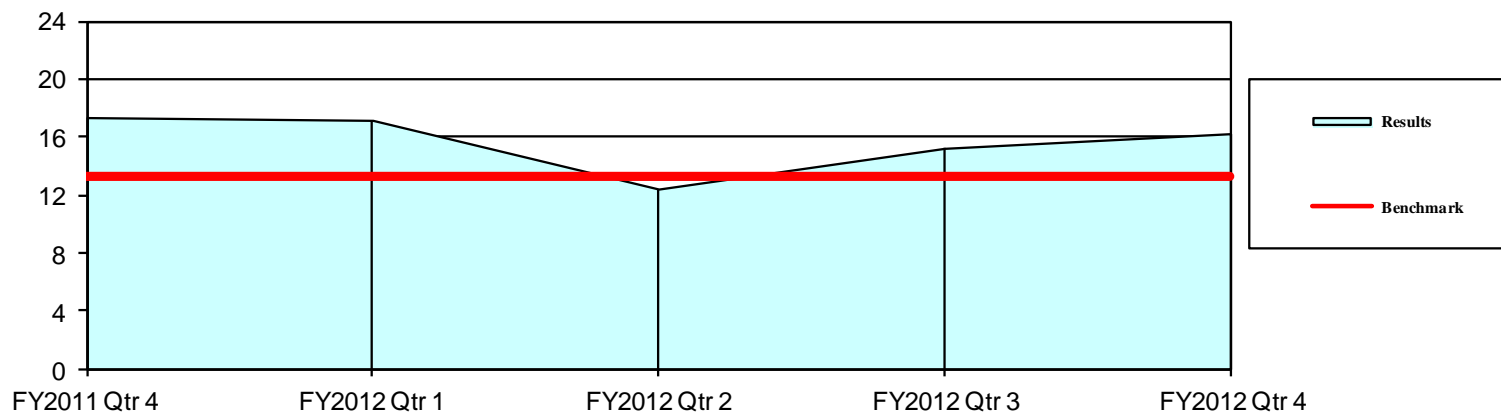
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Down

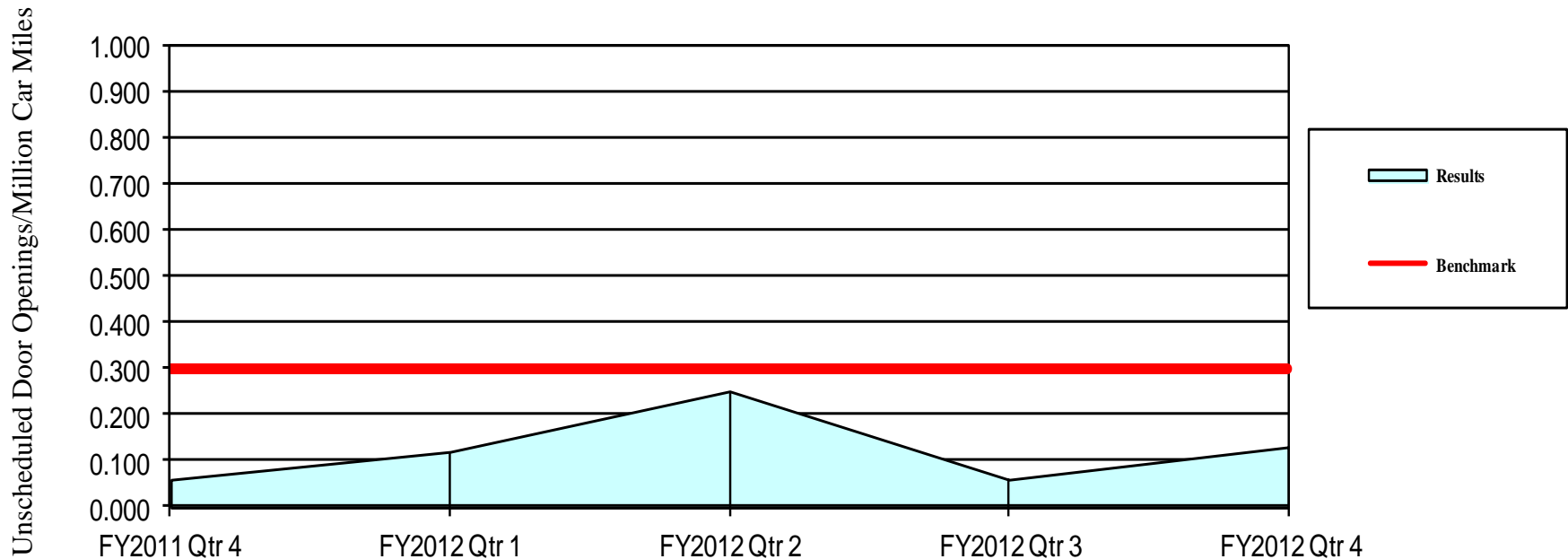
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



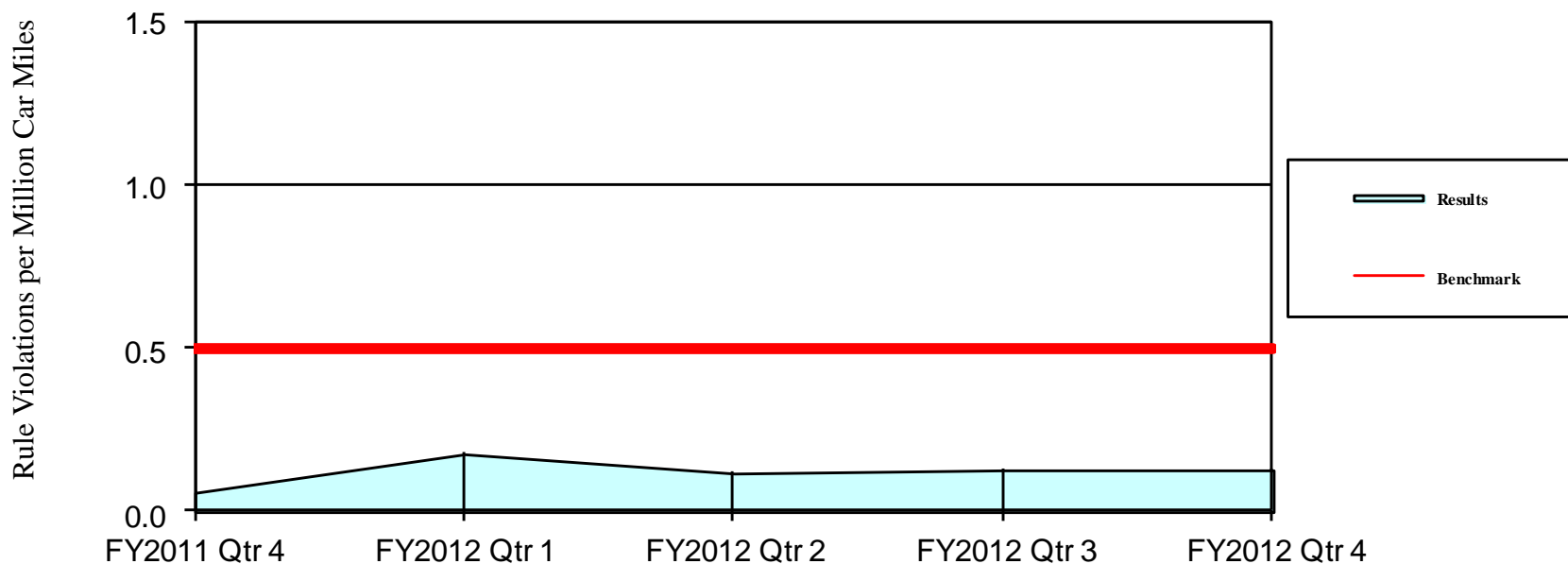
✓ Up

# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Up

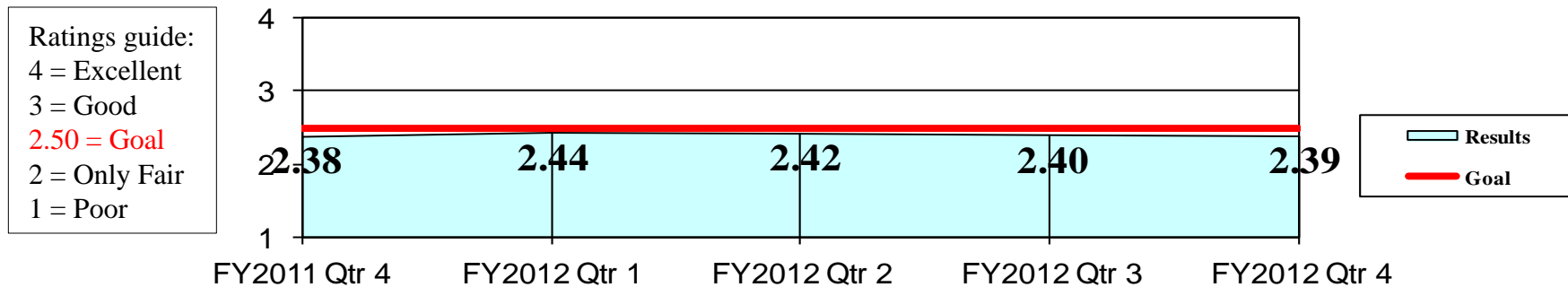
# Operating Safety: Rule Violations per Million Car Miles



✓ Unchanged



# BART Police Presence

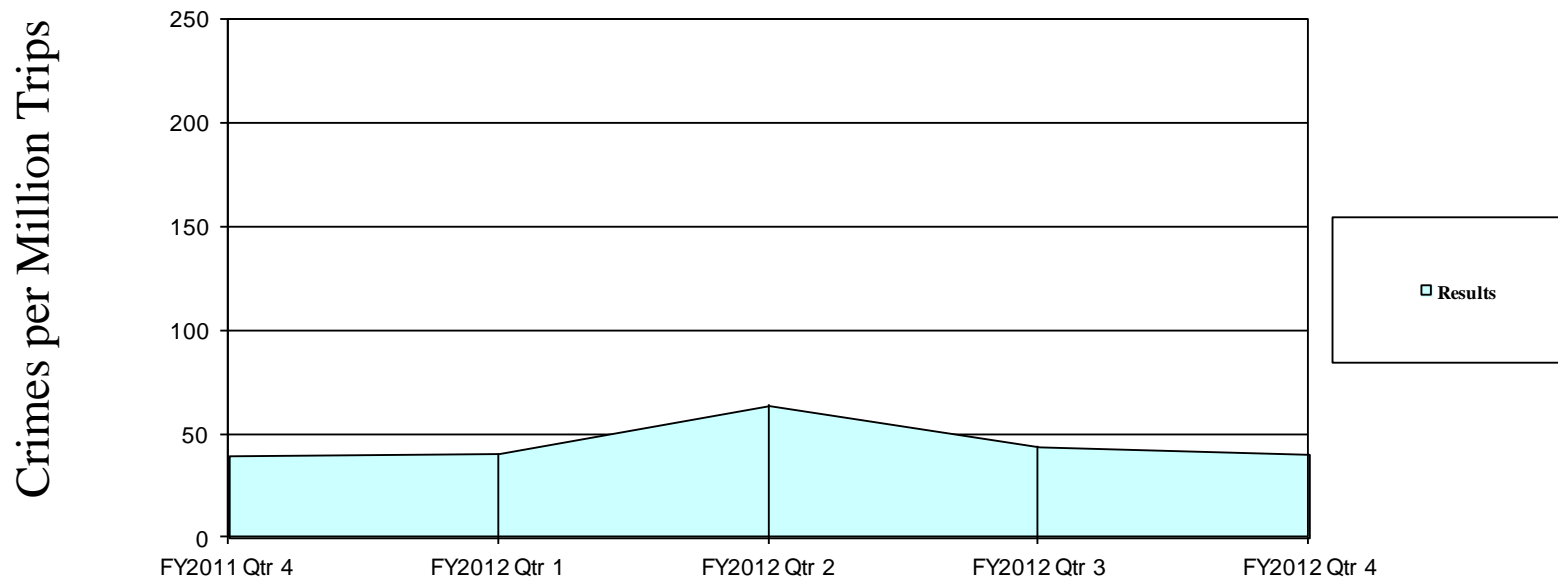


## Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.35
Parking Lots and Garages (33%)	2.45
Trains (33%)	2.36

- ✓ Adequate Presence ratings of either Excellent or Good:
- |                 |                             |
|-----------------|-----------------------------|
| Stations: 46.0% | Parking Lots/Garages: 50.9% |
| Trains: 45.2%   |                             |

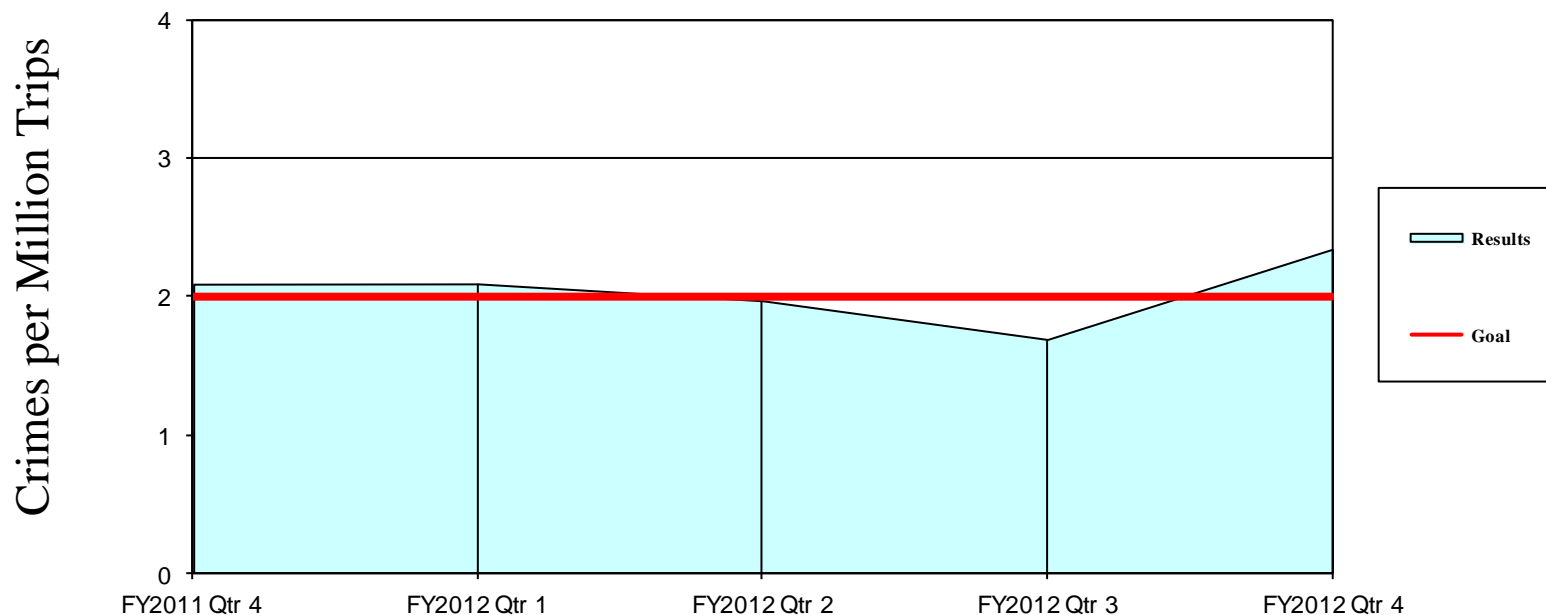
# Quality of Life\*



- ✓ Quality of Life incidents are down from last quarter, and down from the corresponding quarter of the prior fiscal year.

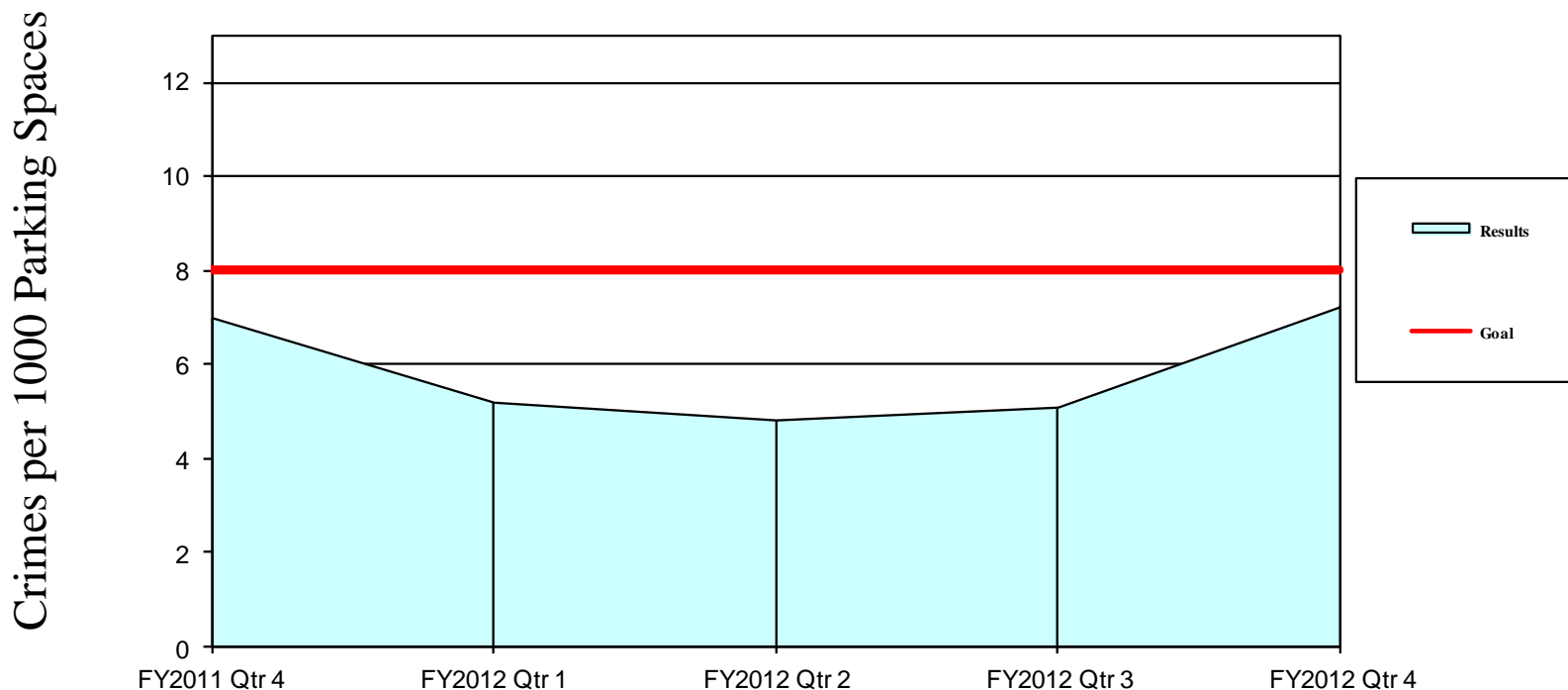
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

# Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



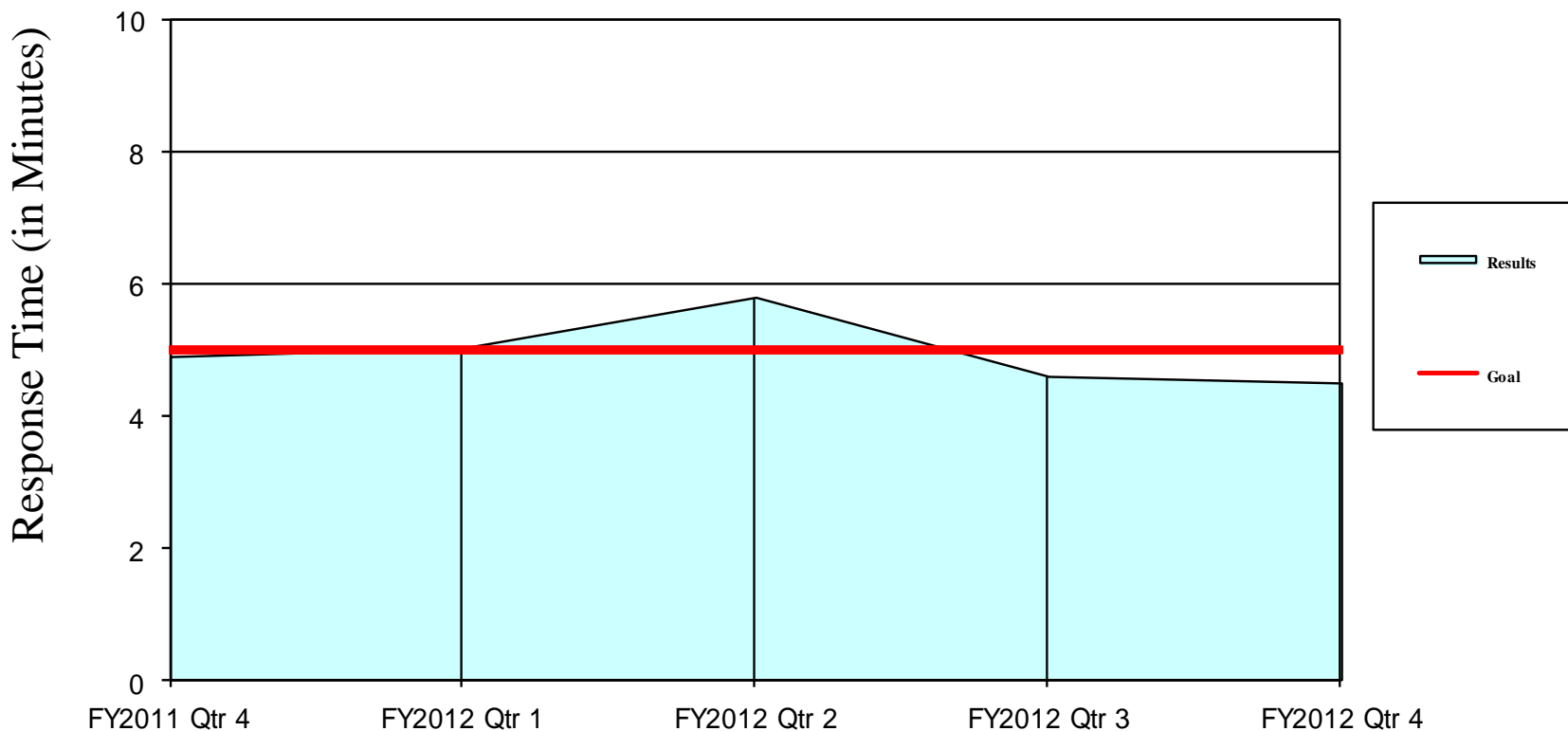
- ✓ Goal not met.
- ✓ Crimes against persons are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

# Auto Theft and Burglary



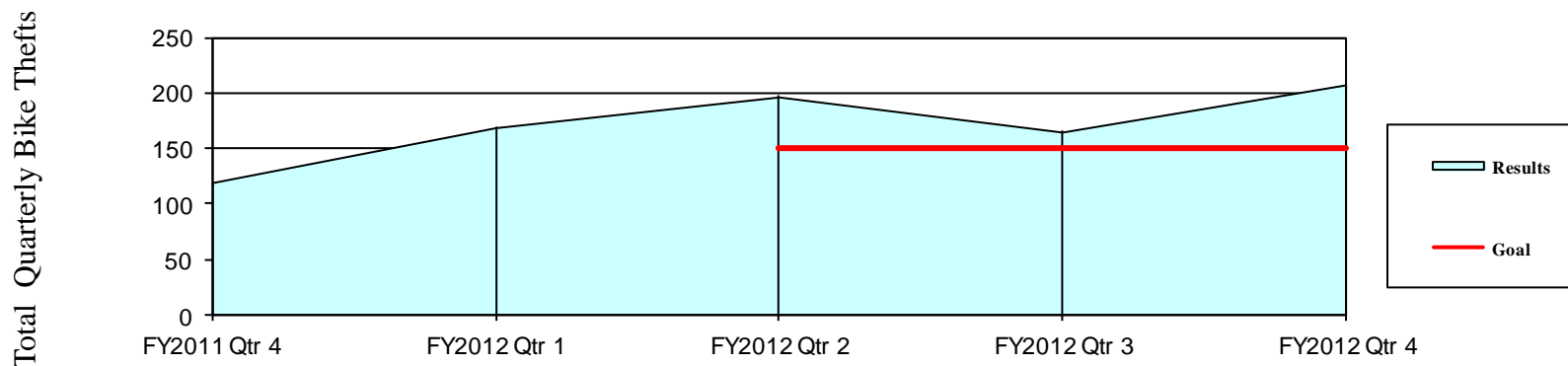
- ✓ Goal met.
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and up from the corresponding quarter from the prior fiscal year.

# Average Emergency Response Time



✓ The Average Emergency Response Time Goal was met.

# Bike Theft



- ✓ 209 bike thefts for current quarter, up 43 from last quarter and up from the corresponding quarter of the prior fiscal year.

\* The penal code for grand theft value changed in 2011. The software was updated, which resulted in a change of bicycle theft statistics effective FY12-Q3.